



EXHIBIT C

NOTICE

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December 11, 2003

Case Number or Client I. D. 014208.1635

Number of pages to follow: 5 Attn: Chad Terrell/Esmarie Garland

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Comments:

The text on the left side of the figure was cut off (step 3 in Fig.2) when the figure was sent to us.

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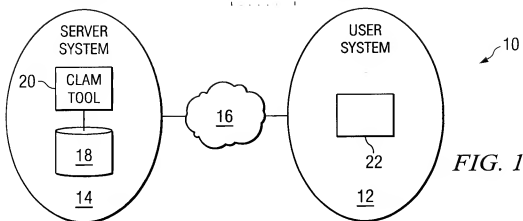
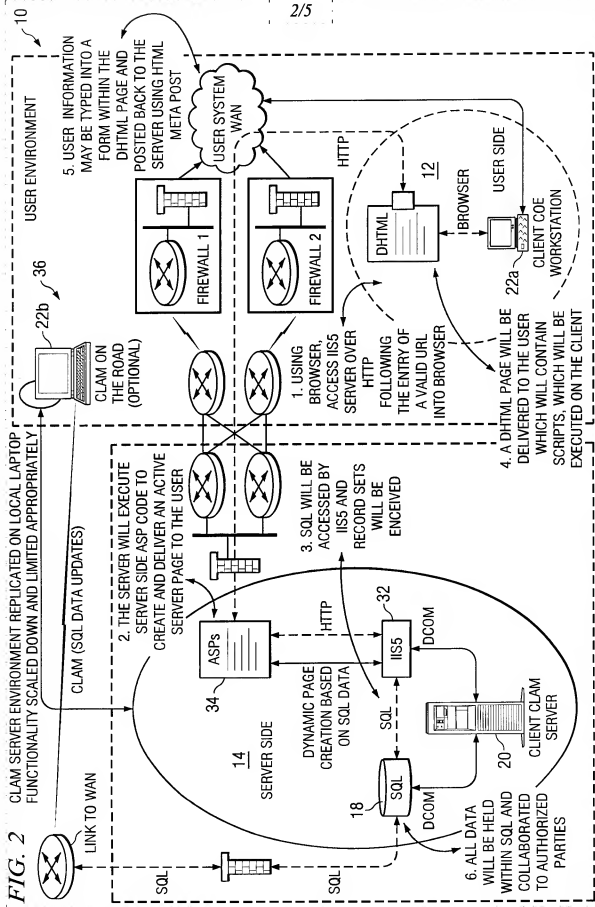


FIG. 4

INTERFACE CONCEPTS

- I. PRE
- A. PROCUREMENT
 - i. GOODS IN
 - ii. GOODS OUT
 - iii. ORDERING REPORT
 - B. RESOURCING
 - i. PROJECTS
 - ii. ROLES
 - C. SCHEDULING
 - i. BANK HOLIDAYS
 - ii. SITE ACTIVITIES
 - D. SYSTEMS ADMIN
 - i. UTILITIES
 - a. CREATE USER
 - b. DAYBOOK REPORT
 - c. GEOGRAPHICAL DATA
 - d. SYSTEM GROUPS
 - e. USER BROWSER
 - E. WORKFLOW
 - i. CHANGE REQUESTS
 - ii. HIGH LEVEL SUMMARY
- II. ADMINISTRATION
- MY DETAILS
 - INSTALLING CLAM
 - CONNECTING TO CLAM (CLIENT)
 - GETTING STARTED

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FIG. 3

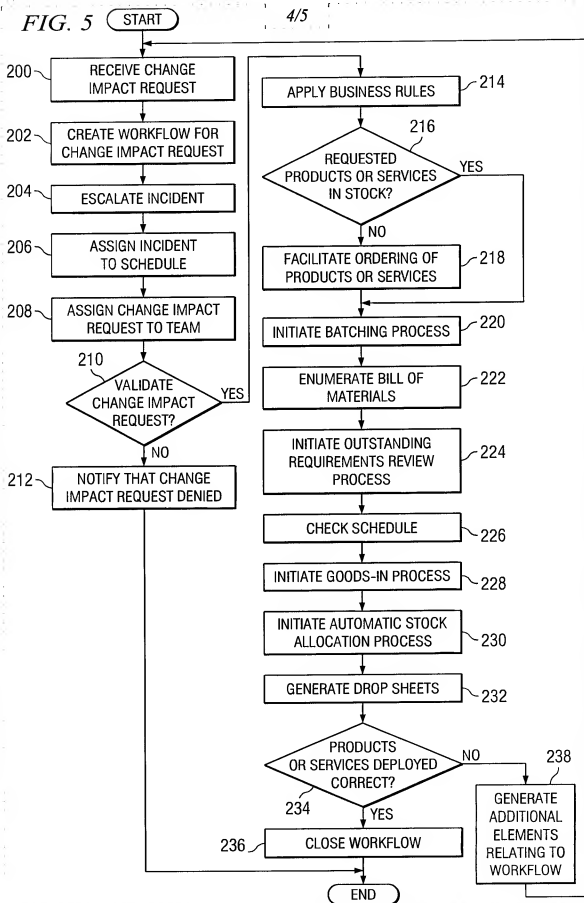
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- CONCEPTS
 - I. ADMINISTRATION
 - A. GROUPS
 - B. SYSTEM USERS
 - C. USER RIGHTS
 - D. GEOGRAPHIC DATA
 - E. ATTRIBUTE MAPPING
 - II. COLLABORATION
 - A. NEWS
 - B. FORUMS
 - C. KNOWLEDGE BASE
 - D. REPOSITORY
 - III. ESTATE
 - A. EQUIPMENT
 - i. ASSETS
 - ii. LOAN EQUIPMENT
 - iii. LICENSES
 - iv. ORDERING
 - v. STOCK
 - vi. GOODS MOVEMENT
 - B. SITE MAPPING
 - i. SITE
 - ii. BUILDINGS
 - iii. WORK AREAS
 - iv. LOCATION POINTS
 - v. FACILITIES MANAGEMENT
 - IV. IMAC
 - A. ADDING PRODUCTS OR SERVICES
 - B. REMOVING PRODUCTS OR SERVICES
 - C. OFFICE MOVES
 - V. ORGANIZATION
 - A. DOMAINS
 - B. GROUPS
 - C. ROLES
 - D. MEMBER OF STAFF
 - E. BUSINESS STREAM
 - VI. RESOURCING
 - A. SITE ACTIVITIES
 - B. SITE ACTIVITY PLAN
 - C. SKILLS MATRIX
 - D. RESOURCE TEAMS
 - E. BANK HOLIDAYS
 - F. SECURITY CLEARANCE
 - G. PROJECTS
 - VII. SERVICES
 - A. PRODUCT CATALOGUE
 - B. SERVICE LIST
 - C. CATEGORIES
 - VIII. TOPOLOGY
 - A. BUSINESS RULES
 - B. BUILD KEYS
 - C. DNS NAMES
 - D. IP ADDRESSES
 - IX. WORKFLOW
 - A. SERVICE MANAGEMENT
 - i. INCIDENTS
 - ii. ESCALATIONS
 - iii. PERSONAL FOLLOW-UPS
 - iv. TEAM FOLLOW-UPS
 - v. SERVICE PROVIDERS
 - a. CONTRACTS
 - b. SERVICE LEVEL AGREEMENTS (SLAs)
 - B. WORK HANDLING
 - i. DROP SHEETS
 - ii. LOW LEVEL CONFIGURATION
 - iii. USER ACCEPTANCE TESTING

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FIG. 5

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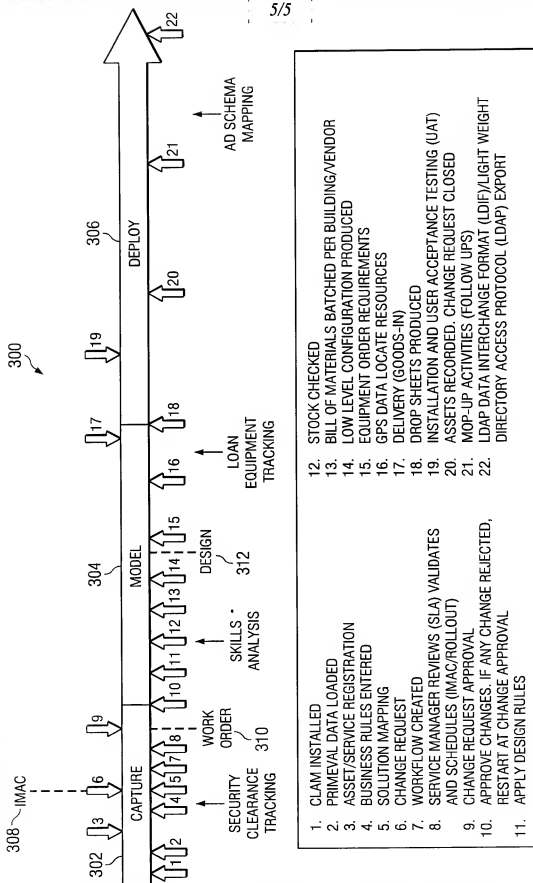


FIG. 6

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